

ABSTRACT

A method and apparatus for long-range planning. One embodiment includes a method for long-range planning for staffing in a complex environment, such as a contact center. The method includes defining at least one employee profile, wherein an
5 employee profile comprises a group of employees that have the same skills, and wherein defining comprises specifying characteristics, including a skill set and an efficiency percentage. The method further includes defining at least one queue, specifying at least one criteria to be satisfied by a long-range staffing plan, and calculating an effect of staffing the at least one queue with the at least one employee profile, wherein the
10 calculated effect includes a service level for the at least one queue, and an effective cost per hour.